Published Information Policy
2023-25

Revision number:	3
Applicable from:	31st March 2023
Approved by:	Academic Council
Date of approval:	31st March 2023
Date of next review:	January 2026
Scope of policy (audience):	Staff, Students, Prospective Students
Policyholder:	HE Registrar
Contact:	quality@leedsconservatoire.ac.uk
Alternative formats:	Available on request

Linked external codes/regulations
• UK Quality Code for Higher Education
• CMA guidelines
Linked documents/references
Equality, Diversity and Inclusion Policy Statement
Equality Impact Assessment information

Policy Statement
Leeds Conservatoire operates systems for assuring that published information is complete, accurate and trustworthy in line with the Office for Students and validating body requirements. The conservatoire has a firm commitment to: • Ensuring that robust processes are in place for assuring the accuracy of information; • Ensuring that sign-off of information is carried out at the appropriate level; • Ensuring that all stakeholders are aware of their own and others' responsibilities for the accuracy of information; • Enhancing transparency and clarity of information relating to HE; • Providing an accurate and up to date reflection of the provision in published information made available to internal and external stakeholders.
Background/vision
This policy applies to information relating to Leeds Conservatoire's Higher Education (HE) provision. Its purpose is to ensure that procedures for assuring the accuracy of published information are implemented consistently across the conservatoire and that the requirements of the validating body are met. The conservatoire provides a range of information for prospective and existing students, employers and other stakeholders which is utilised in a range of ways for

a range of purposes.

Published information within the context of this policy relates to:

- Externally-hosted information about the provision;
- Terms and conditions;
- Marketing and publicity materials;
- Programme delivery materials;
- Student records of academic achievement;
- HE quality assurance materials.

Policy

1. Principles

1.1. The conservatoire has in place mechanisms for the production, maintenance, review, sign-off and oversight of published information.

1.2. 'Published information' may be in any format, for example written, video, audio.

1.3. Responsibilities, processes and procedures for ensuring the accuracy of published information are assigned according to the type of information.

1.4. A 'published information responsibilities overview' is maintained indicating the locus of responsibility for production and sign-off of each type of information.

1.5. Responsibilities, processes and procedures are reviewed on an annual basis or promptly where changes are made to the details of courses/programmes to ensure that they remain accurate and fit for purpose.

1.6. Periodic audits will also be carried out to confirm accuracy and completeness.

2. Externally-hosted Information about the Provision

2.1. Externally-hosted information will be subject to factual sign-off, creative sign-off, or both. Examples include:
- UCAS
- Whatuni?
- KIS
- SLC
- International Education Agents' websites

2.2. Externally-hosted information may have to adhere to the host's guidelines; factual sign-off will be a priority.

3. Terms and Conditions

3.1. Terms and conditions of study, including information relating to tuition fees and additional study expenses, are clearly displayed on the conservatoire website.

4. Marketing and Publicity Materials

4.1. Examples of marketing and publicity materials include:
- The website
- Prospectuses
- Course information materials for prospective students
- CRM communications.

4.2. Marketing and publicity materials fall into two categories: generic and specific.

4.3. Responsibilities relating to each category are clearly defined in the 'published information responsibilities overview'.

5. Programme Delivery Information

5.1. 'Programme delivery information' relates to information about any aspect of a student's studies. Examples include:

- Programme and module specifications
- Programme and module information (in hard copy and/or on the VLE), and any material published on the virtual learning environment (VLE)
- Library and IT services and resources
- Academic administration and student support services.

5.2. Programme and module specifications will be updated in accordance with the validating body's regulations.

5.3. Minimum requirements relating to the content of programme and module information are drawn up and reviewed annually.

5.4. Responsibilities relating to the production and annual updating of programme delivery information are clearly defined in the 'published information responsibilities overview'.

6. Student Records of Academic Achievement

6.1. The conservatoire has in place mechanisms to ensure the accuracy of students' results.

6.2. Results and transcripts are issued to students in accordance with validating body's requirements.

6.3. The scope covers the results of students who leave without completing their programme of study.

7. HE Quality Assurance Materials

7.1. Including policies and procedures, regulations and guidelines.

8. Changes to Information and Limitations

8.1. The conservatoire reserves the right:

- To make such changes to the details of courses/programmes of study it considers reasonable including changes in content, delivery or teaching staff.

8.2. The Student Protection Plan and the Terms and Conditions for Students and Prospective Students outline the circumstances under which changes may be made and how they are communicated to students and prospective students.

9. Staff Development and Training

9.1. All staff associated with the production of published information will be given appropriate training and/or guidance.

10. Equality and Diversity Statement

10.1. This policy will be implemented in accordance with the conservatoire's equality and diversity policies, published information guidelines set out by awarding bodies and the QAA Quality Code.

10.2. Published information should adhere to accessible format guidelines wherever possible.

10.3. Where this is not possible, alternative formats should be available on request.

11. Monitoring and Review

11.1. The conservatoire will regularly monitor and review this policy and its associated procedures to assess the effectiveness of its implementation and outcomes.

Responsibilities
The 'published information responsibilities overview' indicates where the responsibility for the production and approval/sign-off of published information lies.

Procedure flowchart (if applicable)
N/A
Breach of policy (if applicable)
Students and prospective students may have recourse to the Complaints Policy if published information is out of date or inaccurate.